

Sales Disclosure Data Compliance Training

Bonita Wheatley
Assistant Director, Operations/Data Analysis
September 2 – 3, 2009



Data Compliance – "The Big Picture"

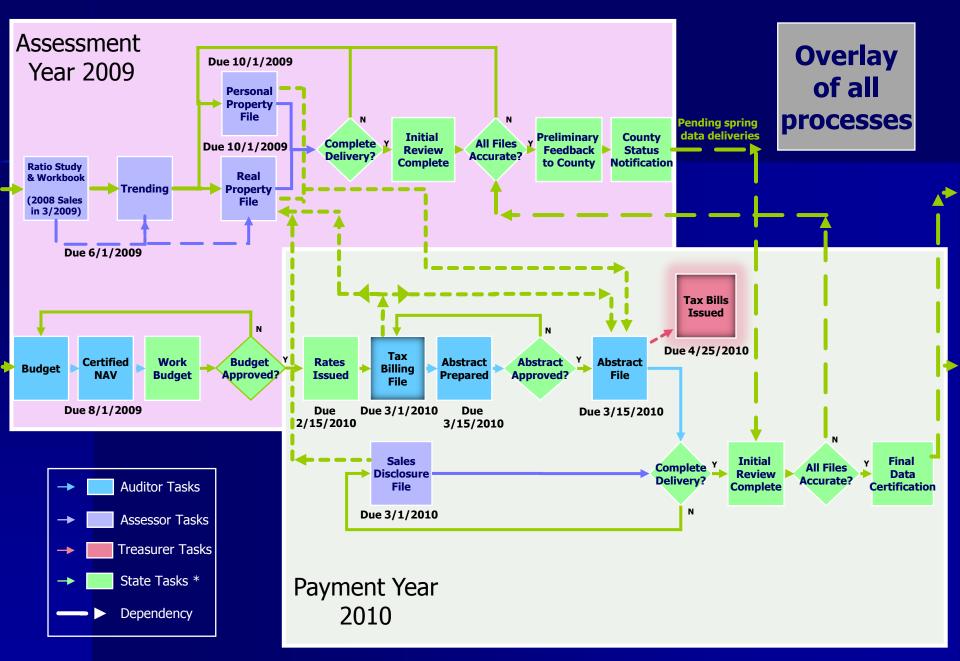
The cycle begins.....

Sales
Disclosure
File

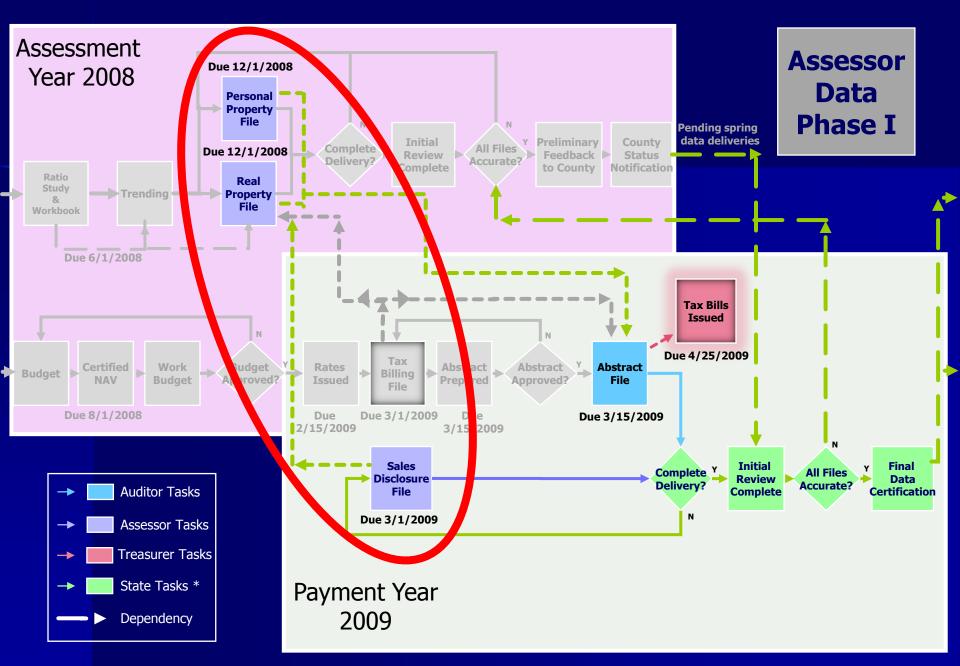
and the

desired end result is.....

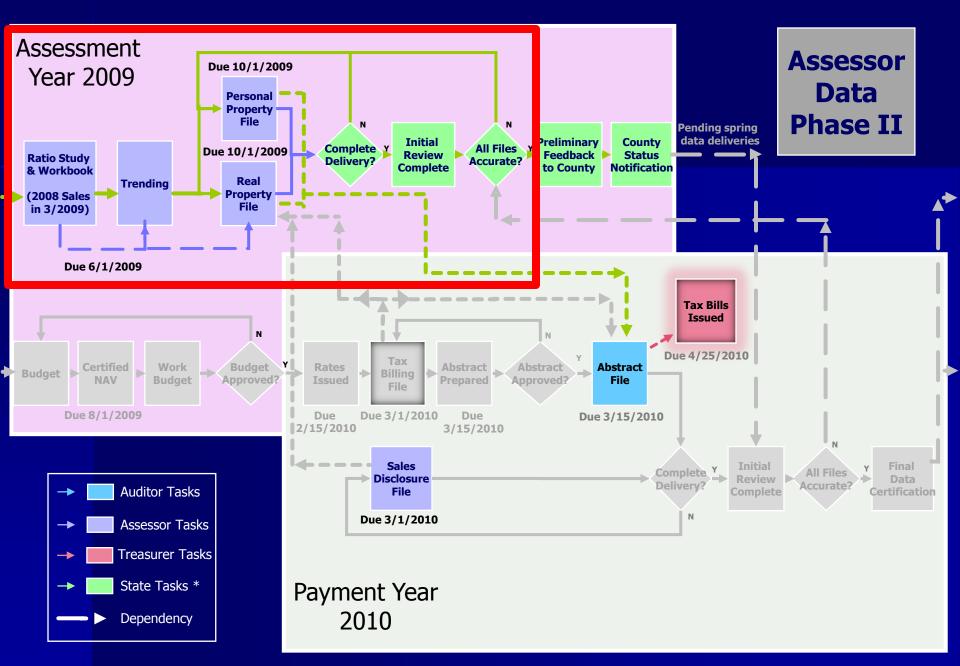
Tax Bills Issued timely



^{*} State offices include the Department of Local Government Finance, Legislative Services Agency, Auditor of State



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Data Compliance – "The Big Picture"

- Accurate sales disclosure data is essential for properly trended assessments
- Properly trended assessments affect the county's ability to achieve on-time billing
- The County Assessor is responsible for approving the substance of their data (assessment records) regardless of any outside vendor partnerships



- Why do we do compliance checks? What are our goals?
 - Primary checks done to ensure we have
 - all the sales transacted for the calendar year, and
 - all the critical data necessary to evaluate ratio study
 - "The findings of a ratio study can only be as accurate as data used in the study."

(IAAO Standard on Ratio Studies – 2007, pgs. 8-9)

 "Quality control techniques can be used to measure market activity or to determine whether an assessor is fully reporting sales information."

(IAAO Standard on Ratio Studies – 2007, pg. 30)



- What are the <u>major</u> sales review concerns in terms of data checks when reviewing sales data?
 - # of non-exempt sales received matches number expected
 - Percentage of non-exempt sales valid for trending (note: exempt sales valid for trending are considered later during the ratio study review)
 - Check for excessive duplicate records
 - Check for duplicate non-exempt multiple-parcel sales



- What are the <u>major</u> sales review concerns in terms of data checks when reviewing sales data? (continued)
 - Check that all conveyance dates in file fall between January 1 and December 31 of the applicable sales year
 - Check that all non-exempt records have all critical data fields
 - Check for number of splits in the sales file
 - Do the non-exempt sales parcel #s match the real property files?



Sales Compliance Checks Data Checklist pgs 1 - 2

	Sales Disclosure	e Data Che	cklist
County Name (Number):		Date of Rep	oort:
County (#)			
2010A Merge Date:	2004A Date Reco	eived:	File Create Date(s):
Vendor(s):		Number of	Files / File Format(s):
	not matching the 2003 ent. Total Records XXXX	8 pay 2009 R	ttal) but pending resolution of saleal PARCEL data to meet the crost records XXXX;
Status 2008 Sales: N/A			
Corrections required for fu	ture submittals: N/A		
	no, summarize errors)	
Import successful? (If Yes or No, and comm	ents		of records expected:
Import successful? (If Yes or No, and comm	ents of records received ve		of records expected:
2) Evaluation of number (nents of records received ve	Sales	•
1) Import successful? (If Yes or No, and comm 2) Evaluation of number Total SDF forms reported:	nents of records received ve	Sales	of records expected: mpt/for valuable cons SDF forms reporte
Import successful? (If Yes or No, and comm	of records received ve	Sales ark 1 of 3 Total non-exe	•
1) Import successful? (If Yes or No, and comm 2) Evaluation of number of Total SDF forms reported: N/A Total SDF forms reported for tr N/A Adjusted % Received (after subt	ents of records received ve 2008 Benchm ending: macting records missing critic	Sales ark 1 of 3 Total non-exe N/A % Received: N/A al data, invalid du	mpt/for valuable cons SDF forms reporte
1) Import successful? (If Yes or No, and comm 2) Evaluation of number of Total SDF forms reported: N/A Total SDF forms reported for tr N/A Adjusted % Received (after subt	ents of records received ve 2008 Benchm ending: macting records missing critic uplicates – x multi-parce	Sales ark 1 of 3 Total non-exe N/A % Received: N/A al data, invalid du	mpt/for valuable cons SDF forms reporte
1) Import successful? (If Yes or No, and comm 2) Evaluation of number of Total SDF forms reported: N/A Total SDF forms reported for tr N/A Adjusted % Received (after subtaxx non-exempt records - x december of the subtax non-exempt records	ents of records received ve 2008 Benchm ending: macting records missing critic uplicates – x multi-parce Benchm tal SDF forms reported:	Sales ark 1 of 3 Total non-exe N/A % Received: N/A al data, invalid du sales – x missi ark 2 of 3	mpt/for valuable cons SDF forms reporter plicate and/or invalid multiple parcel entries) ng critical data = xx% ding as a % of Total non-exempt/for
1) Import successful? (If Yes or No, and comm 2) Evaluation of number of Total SDF forms reported: N/A Total SDF forms reported for tr N/A Adjusted % Received (after subtaxx non-exempt records - x d Valid for trending as a % of To X% (2007 Sale)	ents 2008 Benchm ending: macting records missing critic uplicates - x multi-parce Benchm at SDF forms reported: = X% Benchm	Sales Sales ark 1 of 3 Total non-exe N/A % Received: N/A data, invalid du sales - x missi ark 2 of 3 Valid for tren valuable cons ark 3 of 3	mpt/for valuable cons SDF forms reported plicate and/or invalid multiple parcel entries) mg critical data = xx% ding as a % of Total non-exempt/for X% (2007 Sales = X%)
1) Import successful? (If Yes or No, and comm 2) Evaluation of number of Total SDF forms reported: N/A Total SDF forms reported for tr N/A Adjusted % Received (after subt. xxx non-exempt records - x dr Valid for trending as a % of To Valid for trending as a % of To	ents 2008 Benchm ending: macting records missing critic uplicates - x multi-parce Benchm at SDF forms reported: = X% Benchm	Sales Sales ark 1 of 3 Total non-exe N/A % Received: N/A data, invalid du sales - x missi ark 2 of 3 Valid for tren valuable cons ark 3 of 3	mpt/for valuable cons SDF forms reporter plicate and/or invalid multiple parcel entries) ng critical data = xx% ding as a % of Total non-exempt/for

Sales Disclosure Data Checklist

 Number of non-exempt duplicate records (i.e., records with identical parcel number, sales date, sales price fields, similar buyer name and/or seller name): [See detail attached]

2008 Sales		s	
	2004A File Format	Number of duplicates: N/A	Number of Unique Sales: N/A
	2010A File Format	Number of duplicates: N/A	Number of Unique Sales: N/A

 Number of duplicate non-exempt multiple parcel records (multiple records rather than a single record provided; records have the same sales date and seller): [See detail attached]

2008 Sales		
2004A File Format	# invalid multiple parcel entries: N/A	Comment: N/A
2010A File Format	# invalid multiple parcel entries: N/A	Comment: N/A

5) Range of sales dates (2008 sales only):

	2008 Sales	
All File Formats Combined	First Date: N/A	Last Date: N/A

Number of non-exempt records missing "critical" data – taxing district number (invalid or blank), property class (invalid or blank), Total Sales Price (0 or blank), and buyer and/or seller information: [See detail attached]
 Note: match to POS assessor data

2008 Sales – One Parcel Sales		
2004A File Format	# non-exempt missing data: N/A	Comment: N/A
2010A File Format	# non-exempt missing data: N/A	Comment: N/A

	2008 Sales – Multi-	Parcel Sales
2004A File Format	# non-exempt missing data: N/A	Comment: N/A
2010A File Format	# non-exempt missing data: N/A	Comment: N/A

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Sales Compliance Checks Data Checklist pgs 1 - 2

Sales Disclosure Data Checklist

County Name (Number):	Dat	te of Report:
X County (#)		/ /
2010A Merge Date:	2004A Date Received	: File Create Date(s):
/ /	/ /	/ /
Vendor(s):	Nui	mber of Files / File Format(s):
	1	/ 2004A and 1 / 2010A
Status 2007 Salas: Comp	liant (provious VV/VV/V)	X submittal) but pending resolution of sales
	\ <u>*</u>	
		2009 Real PARCEL data to meet the cross
year comparison requirement.		
	Total Records XXXX, Nor	i-exempt records XXXX;
Adjusted % received – X	Χ%	
G. 4 2000 G. 1 N./A		
Status 2008 Sales: N/A		
Corrections required for fi	uture submittals: N/A	
-		
-		



Sales Compliance Checks Data Checklist pgs 1 - 2

Sales Disclosure Data Checklist

County Name (Number): County (#)		Date of Repo	ort:
2010A Merge Date:	2004A Date Rece	ived:	File Create Date(s):
Vendor(s):		Number of F	iles / File Format(s):

Status 2007 Sales: Compliant (previous XX/XX/XX submittal) but pending resolution of sales disclosure parcel numbers not matching the 2008 pay 2009 Real PARCEL data to meet the cross year comparison requirement.

Report date XX/XX/XX, Total Records XXXX, Non-exempt records XXXX;

Report date XX/XX/XX, Total Records XXXX, Non-exempt records XXXX; Adjusted % received – XX%

Status 2008 Sales: N/A

Corrections required for future submittals: N/A

Comments: N/A

1) Import successful? (If no, summarize errors)

Yes or No, and comments

2) Evaluation of number of records received versus number of records expected:

2008 Sales	
	Benchmark 1 of 3
Total SDF forms reported:	Total non-exempt/for valuable cons SDF forms reported:
N/A	N/A
Total SDF forms reported for trending:	% Received:
N/A	N/A
Adjusted % Received (after subtracting records missing critical data, invalid duplicate and/or invalid multiple parcel entries):	
vvv non-exempt records - v duplicates - v mul	ti_parcel sales - v missing critical data = vv%

Benchma	ark 2 of 3
	Valid for trending as a % of Total non-exempt/for valuable cons: X% (2007 Sales = X%)

Benchm:	ark 3 of 3
# Sales per Rev reported by Auditor June & Dec 2008: N/A	# Sales per Rev reported by Auditor June & Dec 2007: N/A

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Form A revised 5/10/09

Sales Disclosure Data Checklist

 Number of non-exempt duplicate records (i.e., records with identical parcel number, sales date, sales price fields, similar buyer name and/or seller name): [See detail attached]

2008 Sal-		s
2004A File Format	Number of duplicates: N/A	Number of Unique Sales: N/A
2010A File Format	Number of duplicates: N/A	Number of Unique Sales: N/A

 Number of duplicate non-exempt multiple parcel records (multiple records rather than a single record provided; records have the same sales date and seller): [See detail attached]

2008 Sales					
2004A File Format	# invalid multiple parcel entries: N/A	Comment: N/A			
2010A File Format	# invalid multiple parcel entries: N/A	Comment: N/A			

5) Range of sales dates (2008 sales only):

2008 Sales			
All File Formats Combined	First Date: N/A	Last Date: N/A	

Number of non-exempt records missing "critical" data – taxing district number (invalid or blank), property class (invalid or blank), Total Sales Price (0 or blank), and buyer and/or seller information: [See detail attached]
 Note: match to PO9 assessor data

	2008 Sales – One Parcel Sales				
2004A File Format	# non-exempt missing data: N/A	Comment: N/A			
2010A File Format	# non-exempt missing data: N/A	Comment: N/A			

[2008 Sales – Multi-Parcel Sales			
	2004A File Format	# non-exempt missing data: N/A	Comment: N/A	
	2010A File Format	# non-exempt missing data: N/A	Comment: N/A	

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Form A revised 5/10/09



Sales Compliance Checks Data Checklist pgs 3 - 4

Sales Disclosure Data Checklist

7) Number of records marked as splits reported in file:

2008 Sales				
2004A File Format	# splits reported: N/A	Comment: N/A		
2010A File Format	# splits reported: N/A	Comment: N/A		

8) Conditions of sale data:

2004A file format (first half only)	1 2	2008 Sale	Sales	
Field	N	Y	Blank	
Non-warranty deed (Y/N)	N/A	N/A	N/A	
Assessor Significant Changes (Y/N)	N/A	N/A	N/A	

2008 Sales						
Combined file formats only	Combined file formats only 2004A format 2010A format				nat	
Field	N	Y	Blank	N	Y	Blank
Adjacent Property Owner (Y/N)	N/A	N/A	N/A	N/A	N/A	N/A
Vacant Land (Y/N)	N/A	N/A	N/A	N/A	N/A	N/A
Exchange for Other Real Property ("Trade") (Y/N)	N/A	N/A	N/A	N/A	N/A	N/A
Seller Paid Points (Y/N)	N/A	N/A	N/A	N/A	N/A	N/A
Planned change in use (Y/N)	N/A	N/A	N/A	N/A	N/A	N/A
Family/Business Relationship (Y/N)	N/A	N/A	N/A	N/A	N/A	N/A
Land Contract (Y/N)	N/A	N/A	N/A	N/A	N/A	N/A
Personal Property Included in Transfer (Y/N)	N/A	N/A	N/A	N/A	N/A	N/A
Buyer/Seller Significant Physical Changes (Y/N)	N/A	N/A	N/A	N/A	N/A	N/A
Partial Interest (Y/N)	N/A	N/A	N/A	N/A	N/A	N/A
Transfer to charity, NFP, government (Y/N)	N/A	N/A	N/A	N/A	N/A	N/A
Valid Sale (Y/N) (see Item 2 of checklist for evaluation)	N/A	N/A	N/A	N/A	N/A	N/A

2010A file format (second half only)) 2008 Sales		
Field	N	Y	Blank
Exchange for Other Real Property ("Trade Assessor") (Y/N)	N/A	N/A	N/A
Court Order ("Transfer to charity, NFP, government") (Y/N)	N/A	N/A	N/A
Partition (Y/N)	N/A	N/A	N/A
Easement (Y/N)	N/A	N/A	N/A
Fee required (Assessor) (Y/N)	N/A	N/A	N/A
Fee collected (Auditor) (Y/N)	N/A	N/A	N/A

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Form A revised 5/10/09

Sales Disclosure Data Checklist

9) Do non-exempt sales disclosure parcel numbers match the Real Property PARCEL file parcel numbers?

2004A Count	2010A C	ount		2008 Sales
XX	XX	% of 2008 sales match P08 Real Property PA		2008 sales match P08 Real Property PARCEL data
XX	XX		% of	2008 sales match P09 Real Property PARCEL data
		_ %	of 2007 sales n	natch P09 Real Property PARCEL data
P08 Real PA data Compli			Real PARCEL Compliant?	Does P09 Real PARCEL data contain 18-digit parcel numbers?
Comment	s:			

10) Other issues:

	2006 Sales	
2004A &/or 2010A	Issue:	Comment:
File Formats	N/A	N/A

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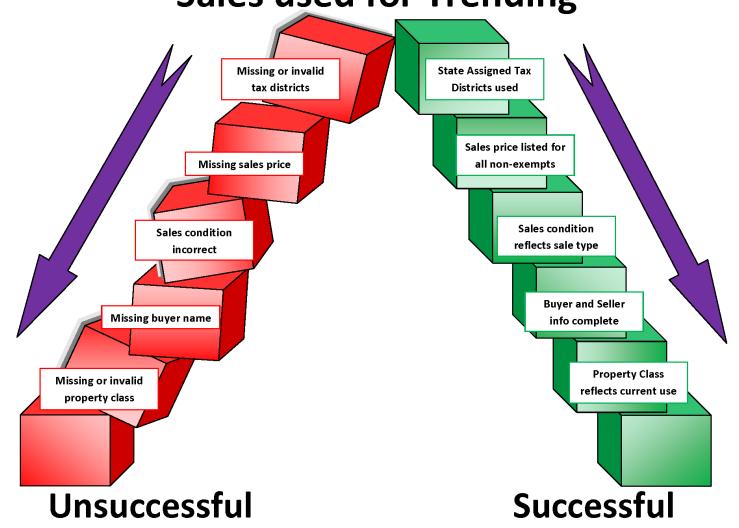
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Form A revised 5/10/09

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Sales used for Trending





Unsuccessful Trending

Sample Problems

- ➤ Large number of non-exempt sales duplicated and/or missing critical sales information
- ➤ Verification of form, including sales conditions, appears incomplete
- ➤ Validation of sales data for trending appears incomplete
- ># of non-exempt sales reported varies greatly from revenue collections
- Conveyance dates not within applicable date parameters
- ➤ No splits listed and/or marked in data file
- ➤ More than 25% of Sales Parcel Numbers do not match PARCEL data

Successful Trending

Sample Compliance

- Few non-exempt sales duplicated and/or missing critical sales information
- ➤ Verification of form, including sales conditions, appears complete
- ➤ Validation of sales data for trending appears to be complete
- ># of non-exempt sales reported falls within expected tolerance
- ➤ Conveyance dates are between 1/1 and 12/31
- ➤ Splits listed and/or marked appear consistent with previous submissions
- Less than 25% of Sales Parcel Numbers do not match PARCEL data



- There is a direct relationship between the sales data collected and the ratio study.
- New data integrity checks for 2010p2011 studies will be implemented to compare:
 - Ratio Study to the Workbook
 - Sales data to the Ratio Study
 - Workbook to the Real Property PARCEL data (both before and after trending)
- How will these checks help the county?



- New data integrity checks 2010 pay 2011
 - Ratio Study to the Workbook Comparison
 - Is there a change in reported total assessed value?
 - Is there a change in reported property class code?
 - Does the sale exist in both the ratio study and the workbook?



- New data integrity checks 2010 pay 2011
 - Sales Data (1 or 2 years) to the Ratio Study
 Comparison
 - Is there a change in reported sales price and/or sale date?
 - Is there a change in reported property class code?
 - Is there a change in reported neighborhood code?
 - Is sale missing and/or not in the comparison tables?
 - Is the sale marked valid for trending?
 - Are there sales submitted but not used in the ratio study that could (and should) have been used?



- New data integrity checks 2010 pay 2011
 - Workbook to the Real Property PARCEL data (before & after trending)
 - Is there a change in the reported total assessed value?
 - Is there a change in the reported property class code?



How can we collect accurate (usable) sales information?



- Preliminary review of SDF forms received in Assessor's office
 - Check for accuracy and completeness
 - If a taxpayer insists on filing the SDF form instead of the original deduction form and the SDF form is filed for a deduction ONLY (i.e. Homestead), the SDF form should NOT be entered into your sales database.
 - For valuable consideration and all other arms length transaction filings need a sales price
 - Incomplete sales (missing critical data) marked as valid for trending will be excluded



What does the form mean?

- Valuable Consideration vs. Not For Valuable Consideration
- Importance of identifying the correct sales conditions
- Critical data reviewed Tax District Number, Property
 Class Code, Sales Price, and Buyer/Seller Information
- Conveyance Date is the date on which the sale was closed or completed (date sale price agreed upon) and not the date the transfer was processed (recorded)
- Using the Special Circumstances field (Assessor) to document additional details of the transaction



- Sales disclosure fee required vs. not required
 - What should the assessor's office do if there is a discrepancy between how the assessor directed the fee to be collected and how/when the auditor actually collected the fee?
 - What does the DLGF do if an auditor revenue collection issue is determined?



- Processing Land Contracts
 - A SDF and FILING FEE is required for both beginning and end of the contract transactions
 - Fees collected for the latter will be manually deducted from the revenue figures since these sales would not show up in the sales data (conveyance date does not fall within the calendar year of sales data submitted)
 - The SDF form filed in the year the contract originated (current year) may possibly be used for trending if it is determined to be an arms length transaction
 - The SDF form filed in the year the contract ends (deed transfers at this time) would not normally be used for trending because the conveyance date (the date sale price was agreed to) occurred prior to the current data collection period



Processing Land Contracts

 "3. Land contracts. Land contracts and other installment purchase arrangements in which title is not transferred until the contract is fulfilled require careful analysis. Deeds in fulfillment of a land contract often reflect market conditions several years in the past, and such dated information should be excluded from analysis. Sales data from land contracts also can reflect the value of the financing arrangements. In such instances, if the transaction is recent, the sale price should be adjusted for financing (see section A.5.2)."

Per IAAO Standard on Ratio Studies - 2007 Section A.4.2 Sales with Special Conditions



- Processing Splits and Combinations
 - Record entries are sometimes missing from data file because they were entered as next year's sales (assessment vs. calendar year)
 - No parcel match to current assessment data (before roll)
 - Subsequent split sale should be noted in special circumstances field
 - Provide information on why sale parcel number does not match



Duplicate entries

- Recommend county first try to edit the sale to correct it to avoid entering a second time
- Problems editing sales please contact our office for assistance
- If you must re-enter a sale (no other option), identify the first entry as the duplicate and explain why in the special circumstances field; the re-entry of the sale will be the complete SDF with all pertinent and correct information.



- Verify the sales disclosure form is complete and accurate as this information is vital to trending assessments properly
- Updating the assessed values, property class code, neighborhood code, tax district, and acreage fields to match CAMA system values from last March 1 assessment date is important

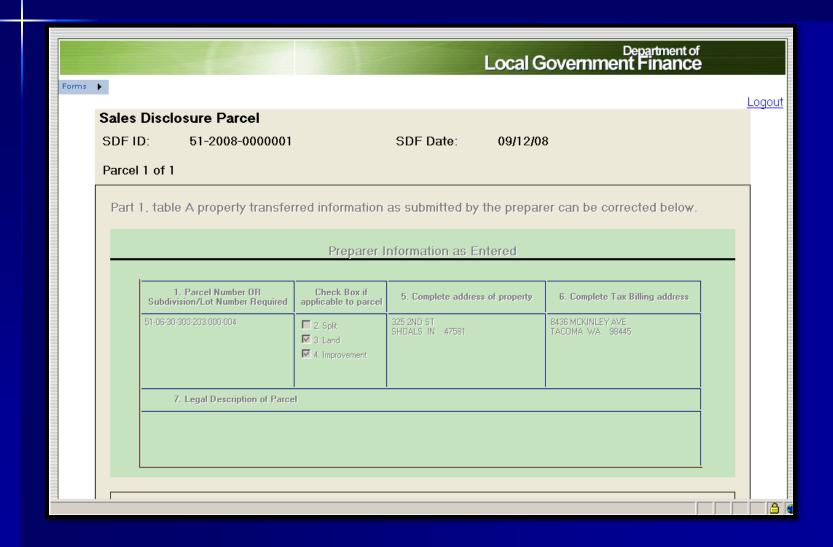




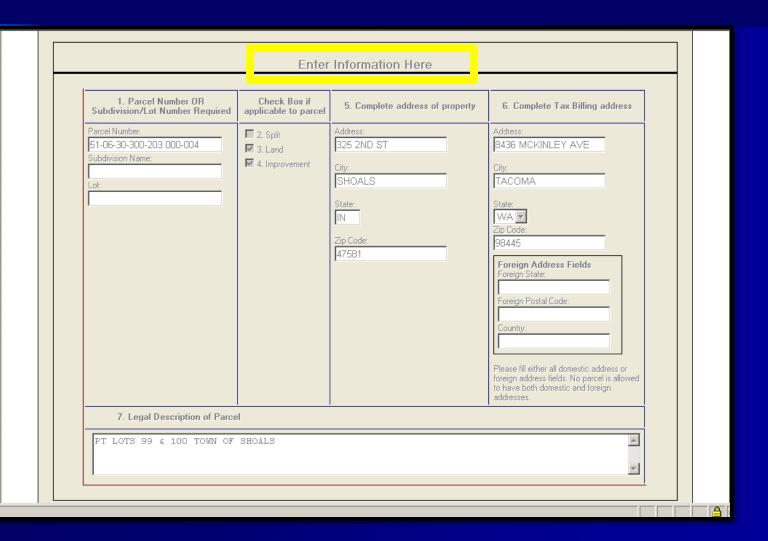


<u>-</u>	ation as Entered n Application		Enter Information Here F. Deduction Application		
8436 MCKINLEY AVE TACOMA WA 98455		Street Addra 8436 MCI City, State, 2 TACOMA	KINLEY AVE Zip, County:	455	
2. Vacated Homestead		2. Vacated H Street Addre City, State, 2	988:		
☐ 3. Homestead		☐ 3. Homestea	ı		
☐ 4. Solar		4. Solar			
□ 5. Wind		☐ 5. Wind			
☐ 6. Hydroelectric		6. Hydroelec	ric		
7 Geothermal		7. Geotherma			
🗔 8. Residential Rental		C 9 Residentia	Rental		
				Cove	
Part 1, Table A parcel i	nformation is provided	i below. Select	a record from th	e list below to re	iew.
Property Number	Subdivision Name	Lot Number	Property Addres	s View Parcel	Done?
51-06-30-300-203.000-004			325 2ND ST	Select	П

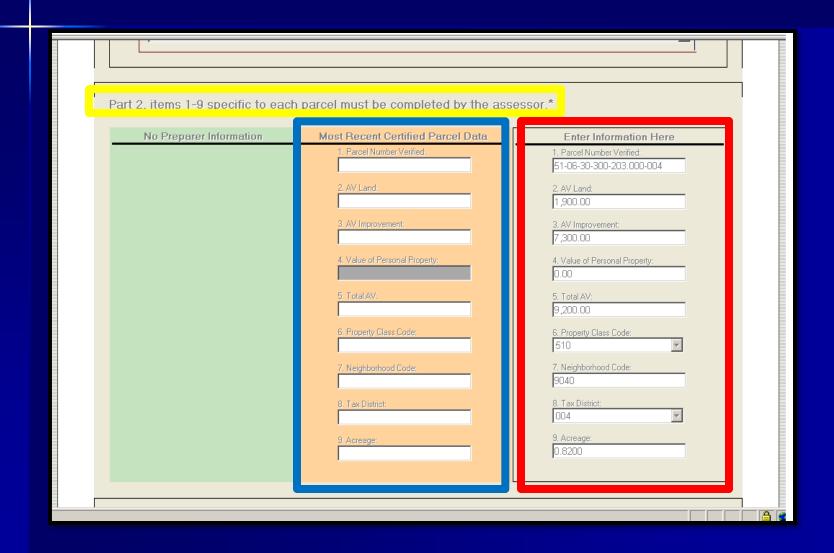




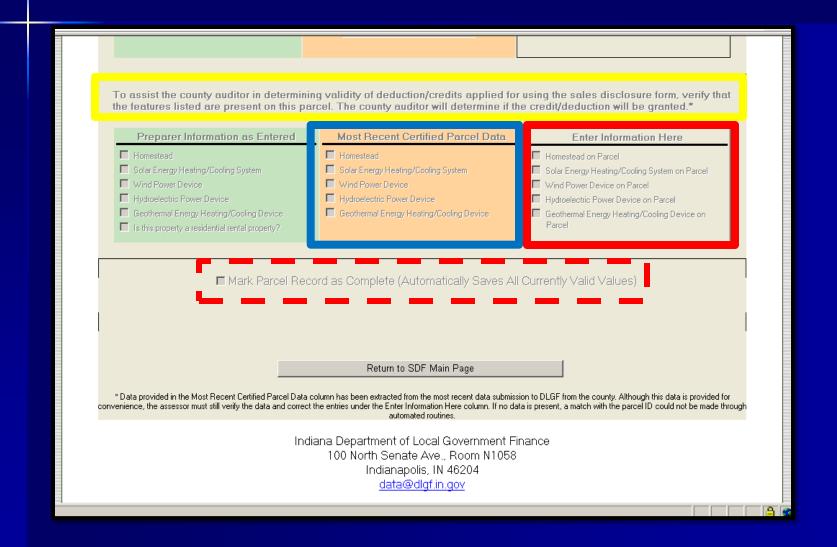




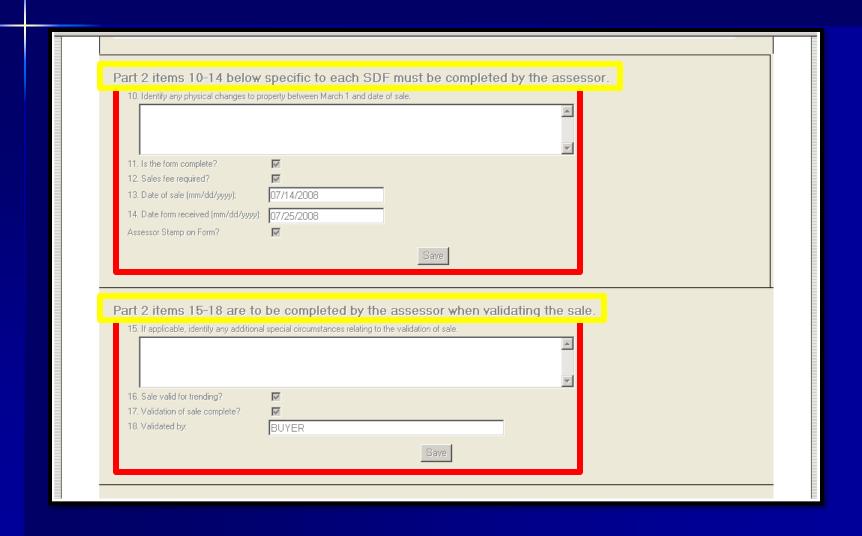














- Required Sales Information
 - "...Sales data files should reflect the physical characteristics of the property sold. If significant legal, physical, or economic changes have occurred between the sale date and the assessment date, the sale should not be used for ratio studies. (The sale may still be valid for mass appraisal modeling by matching the sale price against the characteristics that existed on the date of sale.)"

Per IAAO Standard on Ratio Studies – 2007 Section A.2 Information Required



SDF Part 2 – County Assessor

- Complete validation of sales data in preparation for ratio study analysis
 - "The usefulness of sales data is directly related to the completeness and accuracy of the data. Sales data should be routinely confirmed or verified by contacting buyers, sellers, or other knowledgeable participants in the transaction. In general, the fewer the sales in stratum, the less common or more complex the type of property, and the more atypical the sale price, the greater the effort should be to confirm the particulars of the sale..."

Per IAAO Standard on Ratio Studies – 2007 Section A.3.1 Importance of Confirmation



SDF Part 2 – County Assessor

- Complete validation of sales data in preparation for ratio study analysis—cont.
 - Sale marked as valid for trending in data? (The DLGF expects to see all eligible sales marked valid for trending in the ratio study unless otherwise noted.)
 - Sales marked "Y" for valuable consideration and "N" for valid for trending should provide an explanation on why the sale cannot be used in the special circumstances field.



SDF Part 2 – County Assessor

- Complete validation of sales data in preparation for ratio study analysis—cont.
 - Options for validating sales data if needed
 - Ask questions at time of collection
 - Check various on-line sources (MLS, MIBOR, etc.)
 - Send letter to taxpayer requesting clarification
 - Conduct site visit and/or view aerial photographs
 - Also see Appendix A. Sales Validation Guidelines listed in IAAO Standard on Ratio Studies - 2007
 - Validation of sale complete and information updated in sales disclosure system



SDF Part 3 – County Auditor

- County Assessor receives information completed by County Auditor (Part 3) and inputs into sales disclosure system
- Sales disclosure fee differences reported to the assessor should be researched with the auditor and documented at regular intervals



SDF Part 3 – County Auditor

_	e completed by the assessor upon receipt of hardcopy from auditor.
Disclosure fee amount collected:	\$10.00
2. Other local fee:	\$3.00
3. Total fee collected:	\$13.00
Auditor receipt book number:	5072
5. Date of transfer (mm/dd/yyyy):	07/25/2008
6. Is form complete?	⊠ .
7. Is fee collected?	⊠
Attachments complete? Auditor Stamp on Form?	⊠ ⊠
Jpload scanned image o	f the original SDF in .pdf format.
Upload scanned image o	f the original SDF in .pdf format. Browse
Jpload scanned image o	f the original SDF in .pdf format.
Upload scanned image o	f the original SDF in .pdf format.



SDF Part 3 – County Auditor

- Assessor should always correct issues in the sales data, whenever possible, prior to submitting data file to DLGF
- Items that cannot be fixed, such as discrepancies concerning fees collected, should be compiled in a variance document and submitted to the DLGF along with the sales data



Data Management Recommendations

- Check your sales data before submitting to the DLGF because:
 - Sales used in a ratio study must reflect market valuein-use
 - Sales prices must reflect only the market value-in-use and not the value of personal property, financing, or leases
 - Only sales that occur during the period of analysis are used
 - Sales should be excluded (marked not valid) from the ratio study ONLY with good cause



Data Management Recommendations

- Sales data is considered the base or source of the sales that will be used for the ratio study
- Every arm's length, open market sale that appears to meet the conditions of a market value-in-use must be included in the ratio study unless "sufficient and compelling information" can be documented to show otherwise
- Verify workbook information
 - Provide a list of appeals and/or other correction of errors for any changes on the historical AVs



Important Updates for Upcoming Data Submissions

- Real Property Data Compliance
 - Trended 2009 pay 2010 Real Property data submission due date 10/01/2009
 - Data files required are:

→ PARCEL

→ BUILDING

→ LAND

→ BLDDETL

→ IMPROVE

→ APPEAL

→ DWELLING



Important Updates for Upcoming Data Submissions

- Real Property Data Compliance
 - Focus on property class codes
 - Government-owned (600 669) vs. Exempt (670 699)
 - Effects on trending
 - Effects on auditor cap calculations
 - AV changes after trending and/or after roll to the auditor
 - Changes made by the assessor or the auditor?
 - Importance of maintaining an appeals list (correction of errors documented)



Conclusion and Q & A

Questions?



Contact The Department

- Bonita Wheatley, Assistant Director of Operations/Data Analysis
 - Telephone: 317.232.5895
 - Fax: 317.232.8779
 - E-mail: <u>bwheatley@dlgf.in.gov</u>
- Web site: www.in.gov/dlgf
 - "Contact Us": www.in.gov/dlgf/2338.htm.